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County/State Claims Payment Processing Improvement Task Force

Meeting Notes – April 7, 2008

Launched in January 2008, the California Department of Mental Health created a C/S CPPITF to improve the Specialty Mental Health claims payment processing and services between the county and state. This Task Force will evaluate and recommend processes, tools and systems that can help to improve the current claims filing and reimbursement process between counties and the state. The Task Force will engage partners such as the Department of Health Care Services, Department of Alcohol and Drug Programs, APS, and County Mental Health Directors to develop ways to improve the county claims payment processing system. These are the brief and summarized notes from our meeting.

Attendance: Stan Bajorin (DMH), Sheila Baler (APS Healthcare), Maria Barteaux (Via web meeting), David Bass (DHCS), Yvette Bell (DMH), Denise Blair (DMH), Caroline Casteneda (DMH), Fei Collier (DHCS), Duane Henderson (Butte County via web meeting), Catherine Hendon (DMH), Phil Heinrich (DHCS), Rollin Ives (DMH by phone), Don Kingdon (CMHDA by phone), Karen Johnson (DHCS), Dina Kokkos-Gonzales (DHCS by phone), Marilyn Liddicoat (DMH), Harriet Markell (CA Council of Community Mental Health Agencies), Germi Matsunami (DMH), Rita McCabe (DMH), Sara Murillo (DMH), Mike Nguyen (DHCS), Bob O'Neill (DHCS), Dale Petrowski (Merced via web meeting), Larry Pye (SF County via web meeting), Michael Reiter (APS Healthcare), Karen Robertson (Merced), Sharon Robinson (via web meeting), Cynthia Rodriguez (DMH), Vonnie Ryser (DMH), Sean Tracy (DMH), Bill Ullom (APS Healthcare)

2:30 p.m. Welcome, Introductions and focus

New action items:

- Task Force Charter will be further developed by DMH (Sean Tracy) and CMHDA (Don Kingdon), and DHCS (Irv White/Dina Kokkos-Gonzales) and distributed to the TF for review and approval.
- The DMH (Loren Suter) will provide an overview of accounting reforms to support more timely and accurate payments to the Counties.
- The DMH (Denise Blair) will provide a Void, Correction, and Replace status report and summary at a future meeting.
- The CMHDA (Don Kingdon) requested that DHCS (Bob O'Neill) make their SD II presentation at their joint meeting of Financial Services Committee and IT. It will be held on the first Thursday in May (May 1) from 10:30 a.m. to 1:00 p.m.
- San Francisco County inquired about claims processing coordination among ADP, DMH, and DHCS. DMH staff (Catherine Hendon) will work to get a response by our next meeting.

- The Task Force decided on regularly scheduled meeting times. Meetings will be held on the 2nd and 4th Mondays of each month, from 2:30 to 3:30 p.m., beginning with April 28th.
- The DHCS introduced Mike Nguyen, Acting CIO for DHCS, to the Task Force. Former DHCS CIO Christy Quinlin received a promotion to the State CIO Office.

Old action items:

- The ADP was invited to participate in this WG by DMH (Denise Blair). The DMH continues to follow up with ADP Acting CIO to solicit participation on this Task Force. ADP could assist with claims payment issues in counties who operate in a Behavioral Health model (mental health/alcohol and drug program services).
- The DHCS (Bob O'Neill) provided an overview of SD II, and responded to questions from Counties and Providers.
- A Credit Memo process between DHCS (Irv White) and DMH (Stan Bajorin/Loren Suter) was eliminated to improve efficiencies and timeliness for SGF and FFP payments.
- DMH (Catherine Hendon) plans to create a DMH Webpage for Task Force activities, which will be reviewed and approved by participants.

Welcome, introductions, and updates:

1. The DMH welcomed all attendees, and introductions were made.

SD II Presentation:

2. Today there was a special presentation by DHCS on the SDII system as requested by CMHDA and participating county representatives.
3. Power Point Presentation overview: There was a brief overview of the current system (Phase I), including the major problems with this system. This was followed by an introduction to Phase II. SD II cost and timelines were also discussed.

Presentation Discussion:

4. Information regarding SDII is currently kept on Agency's Intranet. It is kept internal until it is approved, when it will be made public.
5. The CMHDA clarified that the date for "Going Live" is June 30, 2009. In addition, DHCS will run parallel systems for several months to help ensure that county claims are received and processed timely during the testing, transition, and problem resolution stages in the early implementation.

6. The CCMHA inquired as to when Providers will be included/informed. The DMH responded that they will be working with Counties, and it is the Counties' responsibility to include the providers. The CMHDA added that they will work with CCMHA and the Alliance once they have a good sense of the impact SDII will have on Providers.

MEDS/UMDAP issues:

7. The DMH IT is aware that changes in claims processes will affect Counties/Providers/Consumers profoundly in 24 counties. The DMH is collecting information from Counties and Stakeholders in order to proceed in the best possible manner.
8. The DMH is still waiting for a definition of "eligibility determinations."
9. The DMH, DHCS, and CMHDA will work together to draft any information to be released to counties.
10. Counties should send any information to DMH IT management (Denise Blair) regarding the impact of MEDS access issues. Denise Blair has received the list from Duane Henderson, Butte County, which was a collection of multiple-county ideas and issues.
11. The APS Healthcare asked DMH to clarify the UMDAP issue. Briefly, DMH requires counties to verify Medi-Cal eligibility. Counties would like MEDS access in order to do this.
12. The DHCS noted that "MEDS Lite" may be an option for some Counties, but that would need to be determined between the Mental Health Plan (MHP) and DMH.
13. The DMH thanks APS Healthcare for their objective perspective and continued assistance on claims issues.

AB 1780 Language:

14. There is an AB 1780 legislative hearing tomorrow, April 8, 2008. It continues to move forward through the legislative process.

Audit Communications:

15. The DMH (Sean Tracy on behalf of Rollin Ives) stated that these are standardized audits. Looking into whether any further information can be given to counties.

Next Steps:

- a. The DMH (Loren Suter) will provide an Accounting Systems presentation at the next meeting.
- b. The DMH (Stan Bajorin) will address questions submitted by CMHDA (Don Kingdon) today regarding Cost Settlements

3:31 p.m. Adjourn

The next meeting is scheduled on April 28, 2008, 2:30-3:30 p.m., Conference Room 150B.